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RE: Closed Captioning of IP-Delivered Video Programming: Implementation of the 21st Century Communications and Video Accessibility Act of 2010

MB Docket No. 11-154

Reply Comments

Before I begin to reply comments in this letter, I like to express my personal thanks to both the Honorable Edward J. Markey and the Honorable Mark Pryor to make the 21st Century Communications and Video Accessibility Act of 2010 (CVAA) possible for all Americans, regardless of disabilities, and especially every single individual in this country.

Since 1970s, captions should have to exceed further than we expected. Even in today's 21st century there are some lame excuses why captions cannot be manufactured to reach the FULLEST capacity in every TVs, videos, or any moving picture in sync with the sound.

President John F. Kennedy stated that we can send our people to the moon in 1960s. Why not about captions? Millions and millions of dollars are spent on the sound, 3-D TVs, smart phones, computers, etc. Billions of dollars are spent on military and defense needs. In reality some hundreds of dollars, or perhaps very minimal dollars had spent on captions but is it good enough for all Americans? This is unacceptable for every American. No wonder, USA is getting behind other countries due to poor education and especially low literacy.

Now we shift toward the Internet. We were being kicked over to the wave of Digital TV when the analog TV had been cut off. We are politely patient, confused but understandable, and early or late adaptors to the fast-paced high technology. Unfortunately we found that captions were unsuccessful later.

Analog Captions to Digital Captions:

- Comcast

Box top receivers do not comply with digital captions. The boxes work only with analog captions. Very poor design, hard to read, inability to make some adjustments for enlarge/resize texts or colors. No information specifically on captions for new customers.

Note: in spite of several letters of protest against Comcast we are still not satisfied with the Comcast cable. Will plan to discontinue subscription to the cable after complete the first year commitment policy.

- HDMI Cable

No information materials specifically on captions. (i.e., see the Wikipedia: http://en.wikipedia.org/wiki/HDMI#cite_note-9) Thanks to my tech expertise I had sought for latest version that may work (to my best guess) but it was better than nothing. It should be at least version 1.4. How did I know about it? I had bought every version such from 1.0, 1.3 to 1.4. I had tested each version to see if closed captions pass through. However, I doubt with my best knowledge that it may not comply with digital captions because I had configured it via another way around.

I urge the Commission to support the justification provided by Telecommunication for the Deaf (TDI), and TVGuardian, LLC that many HD cable and satellite boxes need reworking and maybe more corrections in order. Same with HDMI, it is definitely true that HDMI is in violation of the closed caption data pass through rule. I had proved that it had happened in real life experience. I am not sure whether the Consumer Electronics Association and HDMI are adequately knowledgeable in this area of caption technology. Obviously they are in denial. Where are their claims about how the captions do comply? I would love to see their evidence to demonstrate from point A to point B, etc. I could not find any sufficient information via their websites on their claims in any source and even no informational materials yet.

All captions should be in synchronized with the audio but today all captions are in very poor or low quality and really bad lagging behind the audio. My question is about the monitoring, upgrading and support available in every manufacturer, or VPDs/VPPs. Obviously they do not want to spend very minimal cost on the tech support or do not want their accountability with many caption errors. What about the audio? Do they correct or tweak the audio? If so what about captions? So do they think captions should be at least good enough?

Regarding the streaming videos via Internet, I admit that I am frustrated at every vendor such as Netflix, Hulu Plus, ABC, CNN, Vudu, TED, Amazon Videos on Demand, etc and third party equipments such as Roku, Microsoft Xbox, or any other device. There is some scattering information about captions available.

For example, I turned on captions via Netflix and found the movie without captions but it was a foreign movie. (Actors spoke foreign and captions had appeared. When actors spoke English, captions had disappeared.) That was inappropriate for Netflix to label this movie considered as captions. That is why I had difficulty to track down which videos are ACTUALLY captioned. I could not believe it when Netflix recently announced that almost all up to 80% videos are captioned. Their advertising is in fact, false. I had played most videos via Netflix, as though I presumed to my best guess about less than 40% videos being captioned, not 80%.

Almost all videos via Internet are not captioned. Maybe it is less than 10%. I am of course disappointed.

I would like to respond to the Motion Picture Association of America, Inc (MPAA) for their reply comments as filed on November 1, 2011. As I would like to applaud the MPAA for recognizing and supporting the CVAA, I am empathic with them about thefts of videos or distributed copyrighted works without authorization. I hope they

should ensure to keep two issues separate, not overlapped each other and even I trust they should focus on captions solely.

I don't feel comfortable about the MPAA's suggestion for approach to involve the commercial negotiation process in order to satisfy the goals of CVAA, to suspend the quality standard of captions, and to further mention about theft of online video content. I agree with all these comments except some reconsiderations:

- We don't want all commercial ads being captioned up to 100% but we prefer all video contexts without ads being captioned (UP to 100%)
(We found most commercial ads are fully captioned while with commercial support the movies are not captioned. That is not right!)
- We prefer high quality standard of captions. Today too many captions are in error, misspelled, poor grammar, etc. (Worse than in 1970s).
Why in this time it is more degrading quality of captions? It is apparently that no one is monitoring or correcting it, and even no one is being held accountable. That is not right!
- Why fuss over theft of online videos? It is a separate issue. It should not be discussed here. Why does it matter in relating to the captions? Theft of captions?? I am disappointed at the MPAA about lyrics and songs being non-captioned due to the copyright infringement issue. Most captioners refuse to type captions on almost all of these due to the fear of violations. Today we lose our opportunity to "see" the lyrics and songs.

For all DVDs including Blu-Ray discs I found almost majority of discs being "subtitled" rather than captioned as if it is called "SDH". It is fine but sad all subtitles are in poor quality and do not provide background sound like door knocks, phone rings, laughing, giggling, etc. Missing background noise should be included but extremely excluded in all SDHs. Even almost half of

SDH discs are in very poor English. It is apparently that the “Hollywood” filmmakers had contracted outside of the USA to caption the DVDs and Blu-Ray discs. Unfortunately some SDH discs do not make sense because of broken English. What is wrong with the MPAA? They are supposed to take care of this issue but express often the concern about copyright thefts. I am not surprised if any filmmaker had contracted outside of the USA for “subtitled” job as obviously the discs may be out of hand and fall into many wrong hands without authorization.

SDH is sub-quality standard of caption. Is it good enough to provide subtitles rather than captions? So again that is not right!

I strongly urge the Commission to reject the National Association of Broadcasters (NAB)’s request to deny the TDI’s filing the Petition for Reconsideration. I support wholly the TDI as they know what they talk about and even all the consumers have real life experience with captions while NAB has no such knowledge or no evidence to indicate about captions. Today almost all broadcasters and non-broadcast programmers are doing very poor job with captions. In most cases the captions become choppy, misspelled, and missing. Sad, most people like I have to turn off the National and local broadcast TV networks because it is not worthy to watch the latest or live news due to very poor captions.

I bet, most Americans and I prefer reading news via Yahoo, Google and MSN for latest or live news. In truth all search engines become today’s broadcasters.

NAB is obviously out of touch with all Americans about captions issue, and even do not upgrade the “proper” quality standard of captions.

I would like to bring up a strong protest against NAB about annoying logos visible on all TV screens, crawling text on bottom or top of the screen, and interrupted text over the TV screens. The logos become larger and almost over the one quarter part of TV screens. It is very difficult for us to read captions hidden under the visual text crawling box and sometimes being scrambled or vague when the logo appears over. Who made stupid decisions about the logos or crawling text box? It had damaged the quality standard of captions on the TV screens. That is not right!

The feature for the logos or crawling text should be built in for Americans to opt to turn off or on. I wanted to turn off too many distractions all over the screens and desire to watch captions solely. This is one of some on my wish list.

Regarding the TVGuadian, LLC's filing of reply comments; I applaud TVGuadian for understanding our frustration with the caption problems. To my surprise they are real knowledgeable about most cases. Their comments are completely true! I am concerned with them for one subject such as foul language filtering technology. I want to stress this matter to the Commission that the foul language filtering technology should be separate from captions. I am sometimes disappointed when watching some movies to skip some bad or foul words but I did not apply the V-chip. I believe that we have the right to control whatever is saying or not, not up to the "foul language filtering" complete control. Please reconsider to keep two issues separate to each other! We are adults not children and deserve the right like American adults.

In reference to video games, I am frustrated when especially my son wanted me to join as player and even "live" with his peers all over the world via Xbox live. I could not be able to join due to lack of captions or no feature for us at all in the video games. I would love to play video games and do not find any such available video game to play. During 1980s as pioneer I joined with programmers as college student to test video games while they provided instant messenger software along. Today I am surprised to find almost none available like instant messenger such as a good tool for us to be able to track with other members live online while playing video games. It is apparently that video game designers or programmers overlook this important feature to build into the video games. Even almost all video games are non-captioned. That is not right!!!!

Before closing, I would like to mention about Hulu. Hulu was a pioneer as hero to the deaf community as the Commission should recognize Hulu for making some streaming videos being captioned. I applaud Hulu for being frontrunner. I would like to suggest the Commission should establish the award as incentives to winners to ensure that the captions must be up to high par as well as quality standard of captions in the USA. I believe the incentives would be a plus as a strong drive for some businesses and vendors to get involved in the captions technology market.

I understand the costs may be involved in the upgrading of captions toward the perfection and excellent quality.

There are upcoming 3-D TVs, IPTVs, interactive screens, and video games but it is uncertainty about whether there will be captions to the best. We had succeeded to put the foot print on the moon and so why not the best captions as well!

Thank you very much for reading my reply comments. I look forward to the high excellence of captions, in spite of small, difficult or unexpected technical issues, as I believe everyone can beat it.

Respectfully submitted,

/s/

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